

## **BENEFITS COORDINATOR**

### **GENERAL DEFINITION OF WORK:**

*FLSA Status: Non-Exempt*

Performs intermediate paraprofessional work coordinating administration of insurance and benefits programs, including employee health/life insurances, worker's compensation, COBRA, retirement benefits, family and medical leave, or other programs; does related work as required. Work is performed under general supervision. Supervision is exercised over subordinate personnel.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Conducting open enrollments in various benefit packages; researching new programs; assisting employees and vendors with benefit questions; assisting employees with enrollment and adjustments; preparing, maintaining and submitting various personnel related reports and documents.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides information and assistance to employees, supervisors, managers, County/school officials, retirees or other individuals regarding benefit/insurance issues; interprets, explains, and applies all applicable federal, state, and local policies, plan coverage, procedures laws, rules, regulations and standards.
- Coordinates administration of employee health, dental, life, disability, flexible spending plans, or other insurance/benefit plans; answers employee questions concerning eligibility, enrollment, coverage, fees, changes, and related issues; assists employees in resolving questionable insurance claims by reviewing explanation of benefits and explaining benefit payments; communicates with insurance claims representatives regarding coverage, resolution of claims, or other issues; determines employees eligibility for enrollment in various plans; processes employee enrollments, changes, and terminations of coverage in plans.
- Coordinates open enrollment process with supervisor and vendors/third party administrators; coordinates timely communication of open enrollment information to employees; coordinates the administration of COBRA and retirement benefits; administers HIPAA policies and procedures; ensures compliance with HIPAA regulations.
- Conducts benefit related investigations; recommends appropriate actions.
- Reviews all vendor billings relating to benefits plans; verifies accuracy of enrollment data and appropriateness of charges; interacts with vendors or third party administrators to resolve billing problems.
- Receives, prepares, completes or processes various forms, reports, correspondence, spreadsheets, invoices, billings, enrollment/change forms, various benefit-related documents, worker's compensation reports or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Tracks, maintains, updates and compiles information in computer databases; maintains files/records pertaining to benefit plans, worker's compensation, COBRA, retirement benefits, FMLA and other programs; queries/generates a variety of spreadsheets and reports from computer database files.
- Attends meetings or serves on committees as needed; participates in Health Advisory Committee meetings keeping abreast of issues/events; represents department at Touch Base meetings addressing human resource or benefit issues voiced by employees.
- Administers, maintains, and verifies all employment benefit programs offered to employees.
- Researches and reports on new benefits options; must stay abreast of trends in health care.
- Administers FMLA policies and procedures; determines employee eligibility.
- Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of personnel practices, procedures, rules and regulations; thorough knowledge of employee benefit program management and related regulations; thorough knowledge of state regulations regarding the release of employee files; ability to present ideas effectively, both orally and in writing; skill in the use of office equipment; ability to apply established policies, practices and procedures; ability to establish and maintain effective working relationships with vendors, associates and the general public.

### **EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from an accredited community college with major course work in personnel management, public administration or related field and some personnel experience involving benefits coordination.

### **PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, standing, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.